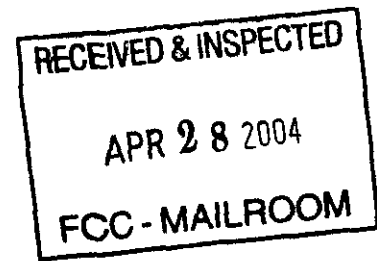


# GRAND CIRCLE CORPORATION

347 Congress Street  
Boston, Massachusetts 02210

Federal Communications Commission  
Washington, DC 20554



04-154

April 22, 2004


**RE: Section 63.71 Application of Winstar Communication, LLC**


Dear Sir or Madam.

Enclosed is a copy of a letter received by Grand Circle LLC [hereinafter Grand Circle] from Winstar LLC [hereinafter Winstar] informing us of a proposed discontinuation of service. On behalf of Grand Circle, a customer of Winstar, we hereby make objection to Winstar's proposed discontinuation of service to Grand Circle. Grand Circle has provided Long Distance (120 dedicated T1 channels) and Local services (49 trunks) by Winstar via microwave transmission for disaster recovery purposes. Terrestrial facilities which provide our main telecommunications services are provided by other carriers and have been interrupted over the years due to construction (known in Boston as "the Big Dig") and other reasons.

Grand Circle has yet been unable to find another carrier willing to provide suitable substitute services and is continuing to seek such a provider. Should the FCC allow Winstar to terminate service before alternative service can be found, Grand Circle would be at significant risk to interruption of its business. Grand Circle has requested replacement microwave services from AT&T, MCI, Sprint, Z-Tel, RCN, and SBC without a positive response.

Sincerely,

  
Stuart Zimmerman  
SVP, Information Systems  
617-346-6102

  
Brian Olson  
General Counsel



Winstar Communications, LLC  
520 Broad Street  
Newark, New Jersey 07102

**NOTICE OF COMMUNICATION SERVICES DISCONTINUANCE**  
**DO NOT DISREGARD THIS NOTICE**  
**YOU MUST CHOOSE A NEW TELEPHONE SERVICE PROVIDER**  
**BY APRIL 25, 2004**

April 7, 2004

GRAND CIRCLE TRAVEL – DIANA LOPEZ  
347 CONGRESS ST  
BOSTON, MA 02210-1280

RE: Account # 5250505352

Dear Winstar Customer:

We regret to inform you that Winstar plans to reconfigure and redesign the services it offers in your geographic area. As a result, we have determined that we can no longer provide your telecommunications services. We have also informed the Federal Communications Commission of this development. **Accordingly, Winstar must discontinue all LOCAL, DOMESTIC AND INTERNATIONAL LONG DISTANCE, TOLL FREE, PRIVATE LINE, and INTERNET SERVICES** that you receive in your current service location. Subject to regulatory approval, the anticipated date for the discontinuance of your service is Tuesday, June 15, 2004.

**YOUR ACTION IS REQUIRED! YOU MUST SELECT A NEW TELEPHONE PROVIDER AS QUICKLY AS POSSIBLE BUT NO LATER THAN APRIL 25, 2004 OR YOU MAY LOSE TELEPHONE SERVICES.**

**Select a new carrier as soon as possible to avoid any interruption of service.** Please do not delay in arranging for a new service provider, as some carriers may require several weeks to install new services. To help avoid service disruption, please check carefully that all service types you currently have with Winstar (local, long distance, toll free, calling card and/or Internet) are moved to your new carrier. Once you have chosen your new provider, Winstar will work with the carrier you have selected to assist in the transition of your service. Z Tel Communications, Inc., a nationwide telecommunications provider, has advised us that it would welcome the opportunity to work with our customers to convert their Winstar service to a comparable Z-Tel service. You may contact Z-Tel directly to discuss the services they offer at 1-800-371-3818.

The Federal Communications Commission ("FCC") permits customers to object to discontinuance of their service by a telecommunications provider. As provided in the FCC's rule 47 CFR 63.71:

*The FCC will normally authorize this proposed discontinuance of service unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments within 15 days after receipt of this notification. Address them to the Federal Communications Commission, Washington, D.C. 20554, referencing the Section 63.71 Application of Winstar Communication, LLC. Comments should include specific information about the impact of this proposed discontinuance upon you or your company, including any inability to acquire reasonable substitute service.*

Winstar appreciates the opportunity we have had to serve you. We are committed to making your service transition as smooth as possible. Please review the attached list of Frequently Asked Questions. If you have any further questions regarding the discontinuance of our services, please contact us at 1-800-778-3757.

Sincerely yours,  
Winstar Customer Service

Attachment: Frequently Asked Questions

## **FREQUENTLY ASKED QUESTIONS – April 7, 2004**

### **I received a Notice of Discontinuance of Service. What should I do now?**

Please do not delay in arranging for a new service provider, as some carriers may require several weeks to install new services. You should contact other carriers that serve your area to discuss their rates and terms and make immediate arrangements to migrate your service to a new carrier. A list of carriers serving your area can usually be found in the front of your local telephone book. *As noted in the attached letter, Z-Tel Communications, Inc. has advised us that it would welcome an opportunity to work with our customers to convert their Winstar service to any comparable Z-Tel service. You may contact Z-Tel to discuss the services they offer at 1-800-371-3818.* To help avoid unplanned service disruption, please check carefully that all service types you currently have with Winstar (local phone, long distance, calling card, toll free, and/or Internet services) are moved to your new carrier. Once you have chosen your new provider, Winstar will make every effort to assist in a smooth service transition.

### **Who is Z-Tel?**

Z-Tel is a nationwide wire line and broadband telecommunications company serving consumers and businesses. Unlike other providers, Z-Tel offers its customers enhanced calling features, such as voice-activated dialing and Web-accessible voicemail, which make communications smarter and more efficient. In addition to serving its own customers, Z-Tel is the backbone provider for Sprint's local service and formerly for MCI's The Neighborhood. Z-Tel has been serving customers since 1999 and is traded on the Nasdaq exchange under the symbol "ZTEL". Over half a million customers across the country rely on Z-Tel-powered services every day.

### **Can I still contact Winstar if I have issues related to my account?**

Yes. Winstar's National Customer Satisfaction Center will be available to assist with your transition and any related questions you have. If you have a customer request or inquiry, you may either call us at 800-778-3757 or you may contact us at [assistance@winstar.com](mailto:assistance@winstar.com). We are committed to providing personal assistance with every inquiry.

### **I have an installation scheduled with Winstar. What is the status?**

Winstar will proceed with currently scheduled installations of local phone service, long distance, or high speed Internet services for your affected service location; however, we anticipate disconnecting these services, subject to regulatory approvals, on Tuesday, June 15, 2004. Please contact Winstar immediately at 800-778-3757 if you choose to cancel your pending order.

### **My business has local phone service from Winstar. What will happen to my phone number?**

Your phone number may be transferred to your new local phone company upon completion of the migration process. Make sure that your new carrier is aware of your desire to keep your existing phone number(s).

### **What will happen to my bill?**

You will need to pay all charges applicable to your account through the date your service is switched and calls are carried by your new provider. A final invoice will be sent to you showing applicable charges through that date, which will be due and payable per Winstar's payment policy. You will not be charged any early termination fees.

### **I have a long-term contract with Winstar. Will I be charged for leaving?**

No. Winstar customers in the service locations affected by this discontinuance will not be invoiced for early termination fees related to the breaking of a contract term.

### **I am having technical trouble with my service. Who do I speak to?**

Winstar will continue to respond to reports of technical problems. If you are having technical trouble, call us at (888) WINSTAR (888-946-7827)

### **I have a question that was not answered in these FAQs. How do I contact Winstar?**

If you have a question that was not addressed in these FAQs you may either send us an email to [assistance@winstar.com](mailto:assistance@winstar.com) or you may contact us at 800-778-3757.

### **Where does Winstar still operate?**

Winstar intends to maintain its commercial switched network in the New York and Washington, DC markets. It also maintains numerous fixed wireless, mobile network infrastructure, and government systems nationwide.